

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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| Applicant:  | Steven Lurie   | Examiner:     | Romain Jeanty |
| Serial No.: | 10/021,877   | Art Unit:     | 3623          |
| Filed:      | December 14, 2001  | Confirmation: | 2729          |
| Title:      | APPARATUS AND METHOD FOR ONLINE ADVICE CUSTOMER RELATIONSHIP<br>MANAGEMENT |               |               |

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Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**PRELIMINARY AMENDMENT IN SUPPORT OF**  
**A REQUEST FOR CONTINUED EXAMINATION (RCE)**

Examiner:

In response to the Final Office Action mailed January 7, 2008, please enter the following amendments and consider the following remarks/arguments.

**Claims** are shown in the list of claims that begins on page 2 of this paper; and

**Remarks/Arguments** begin on page 13 of this paper.